

# GUILD DIGEST



*"We all belong to each other.  
We all need each other. It is in serving  
each other and in sacrificing for  
our common good that we are  
finding our true life."*

—King George VI

Extract from Christmas message, 1941

Under the Patronage of  
His Excellency General  
The Honourable  
**David Hurley AC DSC (Ret'd)**  
Governor of New South Wales  
and **Mrs Linda Hurley**

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*Guild Digest* has been checked thoroughly  
and to the best of our knowledge is  
correct. However, errors may occur which  
are beyond our control. If this should  
happen, we apologise most sincerely.

# FOR YOUR DIARY

## Regional Anzac Field of Remembrance

**Albury** - Tuesday, 16 April 2019

St Matthew's Church,  
Kiewa Street, Albury

**Gulgong** - 11am, Sunday,  
7 April 2019  
Anzac Memorial Park, Gulgong

**The Entrance & Long Jetty**  
11am, Sunday, 15 April 2019  
The Cenotaph, The Entrance  
Memorial Park, The Entrance

**Newcastle** - 11am,  
Wednesday, 24 April 2019  
Christ Church Cathedral,  
Newcastle

## Sydney Anzac Field of Remembrance

11:30am, Wednesday,  
17 April 2019  
St Andrew's Cathedral, Sydney  
(See Transport Report  
for Transport)

## Guild AGM

Friday, 30 August 2019  
Sydney (location TBA)

## Honouring Women United by Defence Service

**Last Post Ceremony**  
4.45pm, Wednesday,  
14 August 2019  
Australian War Memorial, Canberra

**Dinner**  
7.30pm, Wednesday,  
14 August 2019  
Parliament House, Canberra

## War Widows' Walk and Picnic

9.30am, Thursday, 24 October 2019  
Kokoda Track Memorial Walkway,  
Concord

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### OUR COVER

**FRONT:**  
NSW War Widows  
on the steps of the  
Australian War  
Memorial.



**BACK:**  
The spectacular  
installation of  
62,000 poppies at  
the Australian War  
Memorial.







## State President's Message

2019 will be an important year for the Guild and our members, with lots of decisions to be made.

*A Better Way to Support Veterans* - the Productivity Commission's draft report of its inquiry into compensation and rehabilitation for veterans - needs careful consideration

into the growing needs of war widows going forward. Both Meg Green, National President, and I, will represent the needs of our widows at the Productivity Commission hearings and will be providing updates via the Guild's monthly email newsletter and in the June issue of the *Guild Digest*.

The Guild Board has approved the implementation of a new membership management database as well as upgrading the Guild's computers and server. The project kicked off in December and staff will be able to have access to their emails and work anywhere with internet access, extending the abilities of the Guild team. Guild CEO, Madeline, is overseeing the project and the entire team is looking forward to a more streamline, user-friendly system.

With this in mind, I need to stress the importance of you giving us your email address and mobile number (even if you only turn it on occasionally). If you haven't already done so, please contact the Guild team (phone 02 9267 6577 or email [guild@warwidowsnsw.com.au](mailto:guild@warwidowsnsw.com.au)) to do so. The Guild will use your email and/or mobile number to send you birthday and Christmas messages and keep you up-to-date with changes in government that could impact you as well as performing digital welfare checks.

In December 2018 the Hon Darren Chester MP invited me to act in the role of interim Chair for the Council for Women and Families United by Defence Service, once the Council is established. I am honoured to take on this role. The Council will act as a forum for women and

families to have a direct voice into Minister Chester's office on issues for Defence Members and families.

Following the success of the inaugural Honouring Women United by Defence Service (HWUDS) event in Canberra last September, I am thrilled to announce the second HWUDS event will take place in Canberra on Wednesday, 14 August 2019. This year's HWUDS will include a Last Post Ceremony and Dinner as well as the opportunity to go to Question Time on the day. The event will be a great opportunity to again bring together the Guild, Legacy, RSL, TPI, DVA and the ADF while honouring women and families in service.

In October last year Guild members were invited to join The Tragedy Assistance Program for Survivors (TAPS) for morning tea at the Hyatt Regency, Darling Harbour. The morning tea was a great success.

On 24-27 May 2019 the TAPS National Military Survivor Seminar and Good Grief Camp will be held in America in Arlington, Virginia, with a focus on grief management, peer to peer support and how to better work with people with lived experience. The Guild intends to send representatives to the conference to gain new knowledge and skills to help us improve how the Guild supports its members, and develop new peer to peer support programs. If you are interested in attending (self-funded) please email Madeline ([mdermatossian@warwidowsnsw.com.au](mailto:mdermatossian@warwidowsnsw.com.au)).

I look forward to a wonderful year, learning how to improve how we all support our peers, and growing the Guild.

**RHONDDA VANZELLA OAM**  
**STATE PRESIDENT**



Dear Ladies,

I hope you have had a good Christmas and New Year and that you are well prepared for 2019.

The end of 2018 was extremely busy. Remembrance Day in Canberra was the 100th anniversary of the Armistice. Gwen Cherne and I were very honoured to lay the first wreath with the Prime Minister, The Hon. Scott Morrison MP. This is the first time widows have laid a wreath with the Prime Minister at this commemoration. We then accompanied a very small group of dignitaries to the Tomb of the Unknown Soldier to lay a small floral tribute on the grave.

On this occasion I had the privilege of meeting Paul Keating, a former Prime Minister who had delivered the Commemorative Address at Remembrance Day in 1993 (25 years ago). The eulogy was to the unknown Australian soldier and according to some was one of the best speeches of his life. This speech is now a permanent epitaph attached to the wall outside the Hall of Memory. A quote from this speech "He is all of them, and he is one of us" is well known. You can find the full speech on the Australian War Memorial website.

The National Guild Annual General Meeting and Conference was held on Tuesday, 13 November 2018. The AGM was held at the Canberra office of the Department of Veterans Affairs. All States attended the AGM and ACT also had some observers present. The main outcomes from the AGM are: Unanimous agreement to change the name of the organisation to 'Australian War Widows' and an agreement to relocate the national office to space within the New South Wales office. This relocation will occur once NSW has moved their premises late in 2019. There are some legal matters which need to be addressed regarding the name change. I was also re-elected to the position of National President for two years. My term in office will end in 2020. That will be my final term, having completed 6 years.

A dinner for all attendees followed on the 13 December with guest speaker Major General Craig Orme DSC, AM, CSC, Deputy President. Craig updated those in attendance on the changes and improvements to the Department of Veterans Affairs.

The Productivity Commission released their draft report into 'Compensation and Rehabilitation for Veterans' on 14 December 2018. This is a wordy document, some 695 pages. There is also a smaller summary report available. These documents are available on the Productivity Commission's website. Further submissions have been sought from the Productivity Commission regarding this report and public hearings will be held in each capital city. It is my intention to attend the hearing in Sydney on 26 February 2019. The National Guild will also provide a further submission. The report has generated much debate since its release, and it has been interesting hearing the comments. Some of the comments are positive but there are also many negative comments. I do believe this is an opportunity for this organisation to provide some positive comment towards the shaping of a new and improved department.

The Veterans' Advocacy Scoping Study release date has been delayed from December 2018 to February 2019.

The Victorian Guild has withdrawn their submission to IP Australia regarding their request to copyright the Guild badge "Kookaburra on a Branch". This now leaves the Australian War Widows Queensland submission pending. IP Australia will make their determination in April 2019 regarding this.

This year 2019 is shaping up to be another busy year. I am looking forward to the next 12 months. Take care till next time.

MEG GREEN  
NATIONAL PRESIDENT

## More than 70 years of making a real difference

I am committed to putting veterans and their families first. On behalf of the Australian Government, I would like to thank the War Widows' Guild of Australia and the state and territory guilds for everything you've done over the past 70 plus years and counting. There's no doubt that the contribution you make is unique and of real importance in supporting families, widows and the broader veteran community.

The Australian Government is actively seeking to improve the support provided to war widows and veterans' families. Some initiatives to better support families include the Family Support Package introduced in May 2018 that provides extended child care assistance and counselling for immediate family members. Additionally, family eligibility for *Open Arms – Veterans and Families Counselling* support has been significantly expanded, most recently in 2017 and 2016. Open Arms is available 24 hours a day, 7 days a week on 1800 011 046.

We're also engaging with our war widows and their families through the Female Veterans and Families Policy Forum. This has allowed the Department of Veterans' Affairs (DVA) to hear the thoughts and views of veterans' families, and share our policy and service initiatives. It also means that DVA services are being co-designed by veterans, war widows and their families.

War widows and veterans' families are entitled to the nation's gratitude and assistance for supporting their partners as they serve their country, and for coping with the intense grief and enormous challenges – emotional, psychological, financial and practical – in the tragic event that their loved one is killed.

There are so many inspiring, empowered women who offer experience and knowledge to support other women on a similar journey.

That is why the work the Guild and its many volunteers do to help veterans' families throughout the nation is so significant, and why I am so grateful to you for providing it.

The National Guild and its state and territory guilds also play an important advocacy role in bringing to the attention of government issues and concerns, and input to policy. This Government greatly values the feedback you provide and the work you do to promote and protect the interests of war widows.

It is clear that so much of the work the Guild does is due to the dedication and hard work of volunteers. It is impressive that across Australia there are around 7,000 active members who frequently meet and hold tremendous events for war widows and to promote the services and support they can provide and those offered by DVA.

DVA is aware of some 59,000 war widows and I understand your ongoing need for assistance in reaching out to as many of these people as possible to let them know that the Guild is here to support them. In doing this, it will also connect current Guild members with our other war widows who share that common bond. Both the Department and I look forward to being able to support you in this endeavour.

As a nation it is vital that we always recognise and honour the service and sacrifice of women and families. The War Widows' Guild of Australia provides members with an opportunity to feel the value of being part of something greater than themselves.

Thank you for the contribution you make to the Australian veteran community. I look forward to working with you closely again in 2019 and beyond.

**DARREN CHESTER**  
MINISTER FOR VETERANS' AFFAIRS



# Invictus Games Wrap Up



*Prince Harry, Duke of Sussex, Luke Hill, Peter Rudland, Ruth Hunt, Gwen Cherne and the Honorable Scott Morrison on the Harbour Bridge. Photo by Adam Vallance*



*Guild Member Director, Gwen Cherne, being interviewed by Peter Stephanovic and Georgie Gardner for the Today Show (Channel 9)*



*The Australian Team. Photo: Department of Defence*



*NSW War Widows and their families preparing to march in the Opening Ceremony.*



*Lis Olsen and her husband Jim (Lis is a TAPS Community Relations Liaison and surviving mother), Kim Ruocco (Vice President, Suicide Prevention and Prevention, TAPS), with the Guild's Rhondra Vanzella OAM, Gwen Cherne and Madeline Dermatossian at a TAPS dinner during Invictus.*



The Invictus Games Sydney 2018 was held from 20 to 27 October 2018.

The Invictus Games is an international adaptive sporting event for serving and former serving military personnel who have been wounded, injured or become ill during their military service.

Five hundred competitors from 18 nations competed in 11 adaptive sports.

The Invictus Games brought veterans and their families together. It created an Invictus family and demonstrated the extraordinary power of the human spirit to overcome adversity and thrive.

**The Guild had a number of important roles within the Games:**

- 20 widows (ten from War Widows from NSW and ten from Legacy) and ten children marched in the Opening Ceremony at the request of Invictus.
- War Widows and Legacy hosted a breakfast on Sunday, 21 October at the Australian Museum to honour the families united by

Defence Service. Guest speakers included Dr Brendan Nelson AO, Director Australian War Memorial and Ms Gwen Cherne, Contemporary Widow and Director, War Widows' Guild of Australia NSW.

- Shirley McLaren, Co-Ordinator Northern Beaches War Widows Guild Social Club, was invited by RSL NSW to be part of the Medal Ceremony Presenter Programme.
- Member Director Gwen Cherne was a ClubsNSW Ambassador for the Invictus Games Sydney 2018.



Lis Olsen (TAPS), Dianna Holsford (TAPS), Maggie McKeown (TAPS) and Mary Kingsford in the Staging Area at the Opera House, waiting to march in the Opening Ceremony.

Shirley McLaren, Co-ordinator Northern Beaches War Widows Guild Social Club, was chosen by RSL NSW to be part of the Medal Ceremony Presenter Programme.

*"I was given the absolute honour to present two medals for the ISA (most significant impairment) Men's 50m freestyle - a silver medal to Mark Ormrod, triple amputee, from the United Kingdom and a gold medal to Massimo Sapco, from Italy. What amazing inspirational athletes they are. I stood looking up at the spectators. I was so very proud. Head up, chin in, shoulders back, chest out. The biggest smile on my face and a tear in my eye. This wonderful experience will stay with me for the rest of my life. Thank you," proclaimed Shirley.*



Shirley Beggs, Northern Beaches war widow member and Shirley McLaren (gentleman unknown)



# War Widows Walk & Picnic



*The Army Band kept us entertained.*

Our annual Guild Walk and Picnic on Wednesday, 31 October 2018 at the Kokoda Track Memorial Walkway was a great opportunity to catch up with old and new friends. This year's picnic featured a talk by dietician and nutritionist Caroline Trickey, everyone received a Maggie Beer Foundation recipe booklet and the fabulous Army Band kept us entertained.

Plenty of sunshine, lots of laughter and enjoyment was had by all. More than 110 Guild members travelled from all around NSW. The walk is more than just a chance to catch up with old friends. It provides an opportunity to commemorate the formation of the Guild and the tireless efforts of Mrs. Jessie Vasey OAM.

This year Soldier On joined with DVA and NAB volunteers to support the Guild staff to ensure that the day ran smoothly.



*Mark Taylor MP, Rhondra Vanzella OAM and Brigid Simpson (DVA).*





*Rhondda Vanzella OAM addressing the crowd.*



*Close friends Patricia Smith and Shirley Campbell were both members of the Toukley Guild Social Club. Patricia moved to an aged care facility in Sydney a few years ago and they hadn't seen each other but were thrilled to find each other at the Walk.*



*Here are the 'Naughty Nineties' opening this year's Walk (some were heard commenting on the handsome Soldier On boys as they walked down to open the Walk).*



## New Ageing and Disability Commissioner

The NSW Government has announced the establishment of an Ageing and Disability Commissioner from 1 July 2019, to better protect adults with disability and older people from abuse, neglect and exploitation in home and community settings.

The Commissioner will strengthen the Government's ability to respond to abuse, neglect and exploitation of adults with disability and older people in home and community settings.

The main role of the Commissioner will be to:

- Investigate allegations of abuse, neglect and exploitation of adults with disability and older people in home and community settings
- Provide support to vulnerable adults and their families or carers following an investigation
- Report and make recommendations to government on systemic issues related to abuse, neglect and exploitation
- Raise community awareness of abuse, neglect and exploitation, including how to prevent, identify and respond to matters
- Administer the Official Community Visitors program, in relation to disability services and assisted boarding houses.



**Need to report concerns about abuse, neglect and exploitation before 1 July 2019?**

**For elder abuse call:**

**Elder Abuse Helpline & Resource Unit**  
1800 628 221

**For abuse of a person with disability call:**

**National Disability Abuse and Neglect Hotline**  
1800 880 052

**For conduct of a disability service provider call:**

**NDIS Quality and Safeguard Commission**  
1800 035 544

**For conduct of an aged care service provider call:**

**Aged Care Complaints Commissioner**  
1800 550 552

**For a matter which requires urgent assistance call:**

**NSW Police**  
000

**For more information please visit**  
**[www.facs.nsw.gov.au](http://www.facs.nsw.gov.au) or call 02 9377 6000**



## Minister Chester announces Council for Women and Families United by Defence Service

A new council for women and families is set to provide direct policy advice to the Federal Government.

Minister for Veterans' Affairs Darren Chester launched the Council for Women and Families United by Defence Service in December 2018, saying it would provide a forum for women and families to have a direct voice into his office on issues for Defence Members and families.

"Our Government is committed to putting veterans and their families first and it is important that we know what impact defence service has on these groups and they are represented by a united voice," Mr Chester said.

"Service within the Australian Defence Force (ADF) has impacts beyond the serving member – families are the primary support network for members through their ADF service and beyond.

"The women who wear our nation's uniform, are also mothers, partners, sisters and daughters. This brings with it its own set of unique challenges."

The Council will comprise representatives from across Australia, and reflect the broadest definition of 'family'. Mrs Rhondda Vanzella OAM, current State President of the NSW War Widows' Guild will act as interim chair, while the Council is established.

Mrs Vanzella will be joined by a broad range of members including female veterans, partners, mothers, extended family, and widows. It will include Gwen Cherne, a widow and also a member of the NSW War Widows' Guild who attended the launch. "I am delighted to be a part of this Council," Ms Cherne said.

The first meeting of the Council will take place in early 2019. Full membership details are being finalised.



*Minister Chester with Gwen Cherne, preparing for the media announcement of the Council*

## Productivity Commission draft report *A Better Way to Support Veterans*

The Productivity Commission's draft report of its inquiry into compensation and rehabilitation for veterans - *A Better Way to Support Veterans* - was released in December 2018.



Image courtesy of the Department of Defence.

"The report reinforces a commitment to putting the well-being of veterans and their families first, it outlines the importance of a whole-of-life focus and it acknowledges the key role of families," Mr Darren Chester said.

"These are all central components of the Government's efforts to provide the high-quality support and assistance our veterans and their families want and deserve.

"I welcome the draft report and as a Government we will carefully consider the recommendations put forward and respond once the final report has been completed."

"A number of significant recommendations have been proposed – none of these have been accepted or rejected at this stage."

The Guild notified members via email on the draft report's release in December and welcomed member feedback on the draft report – specifically Chapter 15 - Health Care and within this, DVA funded health

care, health cards, aged and community care, and Coordinated Veterans' Care (open to Gold Card Holders).

The National Guild President, Meg Green, and Rhondra Vanzella, OAM, attended the Productivity Commission's public hearing in late February.

The Guild will continue to provide you with updates on the hearings and the final report, due to be released in July 2019, in upcoming issues of the *Guild Digest* and in our monthly e-newsletters.

The National and State Guilds have provided a submission on the report to the Productivity Commission. Updates will be available in future issues of the *Guild Digest* and via our monthly e-newsletter.



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## 62,000 poppies at the AWM

30 members joined Rhondda for an overnight excursion to Canberra to view the spectacular installation of 62,000 poppies at the Australian War Memorial.

Handcrafted red poppies on the Memorial's grounds were the centrepiece of commemorations for the Centenary of

Armistice 2018. Each poppy was created by a volunteer and symbolically represents an Australian life lost in the First World War.

The group departed Sydney on Tuesday, 6 November. They visited the AWM to view the poppy display and attended the Last Post Ceremony.



*62 thousand poppies, honour their spirit. Photo: Adam Kropinski-Myers, Australian War Memorial.*

## TAPS Morning Tea

On Wednesday, 17 October, Guild members joined The Tragedy Assistance Program for Survivors (TAPS) for a morning tea at the Hyatt Regency, Darling Harbour.

TAPS is a American national organisation which provides compassionate care for the families of America's fallen military heroes. The morning tea provided an opportunity for widows and

survivors in Sydney to come together with TAPS and learn more about the work TAPS performs in the USA.





WAR WIDOWS' GUILD OF AUSTRALIA NSW LTD  
INVITES YOU TO THE

**68TH ANZAC FIELD OF**

*Remembrance*

**MEMORIAL SERVICE**

**WEDNESDAY, 17 APRIL 2019  
11.30AM FOR 12 NOON START  
ST ANDREW'S CATHEDRAL  
GEORGE ST, SYDNEY**



# Field of Remembrance

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From the first commemoration held in 1952, to our moving service last year which saw children, grandchildren and great grandchildren of widows bravely step forward and honour their loved ones, the ANZAC Field of Remembrance has become the Guild's most important annual event.

The ANZAC Field of Remembrance is a story of tradition and legacy. It is a story of sadness, but also a story of great love. It's an opportunity to reflect on the lives of those who are no longer with us – however, it's also an opportunity to recognise and honour our loss, and the sacrifices made by the widows of war.

***"This is our story, a story of love for our husbands, our love for brothers and sisters, love for our families and love for our country."***  
Rhondda Vanzella OAM

For members who are unable to travel to Sydney or would prefer to attend a local event, we have ANZAC Field of Remembrance events in Albury, The Entrance, Gulgong and Newcastle. Please see page two of the *Guild Digest* for more information.

In Sydney, St Andrew's Cathedral is a beautiful backdrop for the memorial service. The children of the OZY Youth Choir, along with the Australian Army Band Sydney will be on hand to share their wonderful voices and music. A Table of Remembrance, set by war widows and their families, honours those missing from our family dinner tables. Our Patron, His Excellency General The Honourable David Hurley AC DSC (Ret'd), Governor of New South Wales, will place the first cross in memory of the Unknown Warrior. Members and their families are then invited to place their crosses on the Chancel Steps.

Transport assistance is available for members who wish to attend either the Sydney ANZAC Field of Remembrance or their local event – please contact the Guild to discuss suitable arrangements.

After the service, light refreshments will be served. It would be appreciated if you could RSVP your attendance on **9267 6577** or **guild@warwidowsnsw.com.au** by Monday, 18 March 2019.

Lastly, if you are unable to attend, but would like to have a cross planted in remembrance of your late husband, a relative or friend, please contact the Guild.

## Field of Remembrance Transport

Transport assistance may be available for members who wish to attend either the Sydney Anzac Field of Remembrance or their local event. Please contact me on **9267 6577** or **dwalsh@warwidowsnsw.com.au** as soon as possible to discuss suitable arrangements. Transport RSVP deadlines are:

- **Buses (for larger groups):** Wednesday, 20 March 2019 and
- **Taxis:** Wednesday, 3 April 2019



# Anzac War Memorial Extension Opening



*Duchess of Sussex, Meghan Markle; Prince Harry, Duke of Sussex;  
His Excellency General the Honourable AC DSC (Ret'd) David Hurley and Mrs Linda Hurley.*

His Royal Highness Prince Harry, Duke of Sussex, KCVO, ADC officially opened the Extension to the Anzac War Memorial on 20 October 2018. The extension completed the original design for the memorial and all materials used were similar to what was used in the 1920's. Features include a cascading waterfall and 1701 soil samples taken from where WW1 soldiers originated from.

The original foundation stones laid in 1932 included the words 'a soldier set this stone' and 'a citizen set this stone'. The 1934 opening plaque stone had the words 'the son of the King'. The plaque unveiled by HRH Prince Harry

included the words 'grandson of the Queen' in the Hall of Service. The extension is now open to the public.



*Prime Minister Scott Morrison, Rhondda Vanzella OAM,  
Jenny Morrison, Gwen Cherne, Meg Green*



## Remembrance Day 2018 ANZAC Memorial Hyde Park Sydney

Sydney turned on glorious weather and a huge crowd for the Remembrance Day Commemoration held for the first time at the refurbished Anzac Memorial Hyde Park Sydney on Sunday, 11 November 2018. His Excellency General the Hon. David Hurley AC DSC (Ret'd), Governor of NSW gave a heartwarming Remembrance Day address.

Mr James Brown, State President of the Returned and Services Leagues of Australia, Mrs Dianne Vogt, President's Rep, representing the State President of the War Widows' Guild and Legatee Gregory Wrate, President of Sydney Legacy were invited to lay their



wreaths together. At the completion of the commemoration, the public were invited to visit the Memorial for the first time.



## Remembrance Day 2018 Parramatta

Guild members Diana Bland and Brenda Morrison standing next to the beautiful 'River of Poppies' display, following the Remembrance Day Ceremony in Parramatta.

## Remembrance Day Macquarie Park Cemetery

Guild member Nola Hill with Gordon MacPherson, then Vice President of Nth Ryde RSL, at the unveiling of the female Navy officer statue on Remembrance Day. The Soldier statue was unveiled earlier in the year on Anzac Day.



## My Health Record

The new My Health Record provides an online summary of your personal key health information.

This means your health information can be viewed securely online, anywhere and at any time. You can access your health information from any computer or device connected to the internet.

Healthcare providers involved in your care can access important health information which can help you get the right treatment. Issues such as your allergies, medicines, medical conditions or pathology can be recorded.

Next time you see your doctor, ask them to add your health information to your My Health Record. Healthcare providers will then have a detailed picture with which to make decisions, diagnose and provide treatment to you. You can also ask that some information not be recorded.

This year, you will get a My Health Record unless you have opted out. You can delete your health record at any time. To find out more information, go online to My Health Record ([www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au)) or ring the helpline **1800 723 471**.

## Health Referral Changes

### Allied Health referrals from GPs

The DVA gold card entitles you to a range of services including GP visits and are based on clinical need. Other health services may require a referral from your doctor. From July this year, GP referrals to allied health services will change and may allow use of a referral for either one year or 12 sessions. This does not include dental and optical for which no referral is required. Allied health services include acupuncture, chiropractic, specialists and many more. For more information contact the Guild on **9267 6577** or country **1800 451 615**.

## Magnetic Resonance Imaging (MRI) Referrals

Changes have been introduced to Medicare and DVA funded MRIs for knee imaging to ensure that services provide best practice and prevent over servicing. GPs are no longer able to refer patients aged over 50 years for knee MRIs. There is no change to specialists requesting MRIs for any aged group.

## Strategies to improve sleep

Sleep can be very elusive at times! Sufficient sleep is essential for overall well-being. It provides a time for the body to rejuvenate and recuperate from all the activities both physical and mental. Most of us can become worried when we have trouble sleeping.

Many people experience sleep difficulties. Some key rules that may assist with improving your sleep are:

1. Lie down and go to sleep only when you are actually sleepy.
2. Do not use your bed for anything except sleeping.
3. If you do not fall asleep within about 30 minutes, get up, go to another room, and do something that is not too complex.
4. If you return to bed and still cannot fall asleep, repeat Rule 3.
5. If you wake up during the night and cannot go back to sleep, follow Rules 3-4.
6. Get up at about the same time every morning, seven days a week, regardless of how long you have slept.
7. Do not nap during the day or early in the evening.
8. Do some form of relaxation each day (physical relaxation).
9. Learn to reduce thinking and worry in bed (mental relaxation).

*\*Source: "Sleep Better Without Drugs!" program by Dr David Morawetz*



## New Scam Alerts

An Australian Tax Office scam is contacting people by phone, text message, letter or email and telling them they have outstanding tax bills and are being threatened with arrest. Another version informs people that they are entitled to a special refund.

An NBN scam is offering householders computer checks for interference prior to installation of the NBN. This allows the scammers access to personal information and bank accounts and can be by remote access or in person. They are also offering to connect the household at a reduced rate and demand payment through iTunes gift cards.

The NBN advises not to share bank or personal details with an unsolicited caller including those claiming to be from the NBN.

The Guild is regularly contacted by members who have received unsolicited phone calls or emails wanting payment for outstanding bills or suggesting money is owed to or has been won by the person being called. The caller may say that they are from a reputable organisation such as Telstra, E - Toll, Diabetes Australia, or your energy provider.

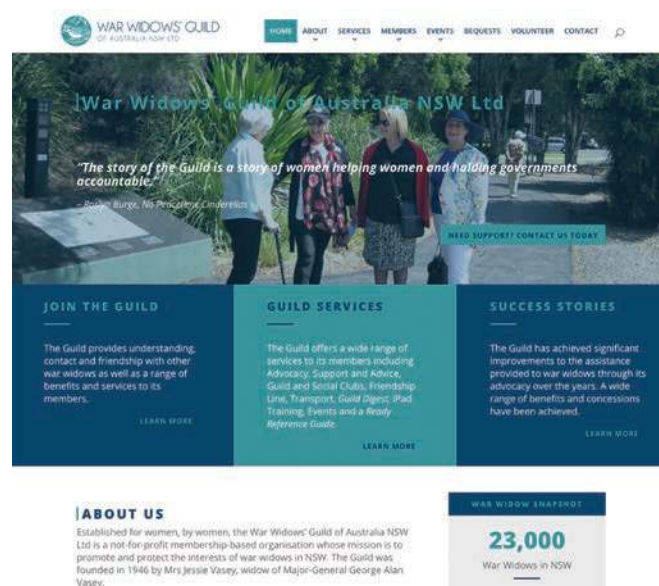
**NEVER give out your bank account details, credit card number or even personal details.**

Report scams, or attempted scams to Scamwatch [www.scamwatch.gov.au](http://www.scamwatch.gov.au) or tel **1300 795 995**. If you suspect fraud has occurred or money has been taken from you or your account contact your local police station.

The Guild may also be able to check information for you or advise on how to proceed with unusual requests. Tel **9267 6577** country **1800 451 615**.

## New Guild Website

The Guild has a new website and we encourage you to visit and share with your friends. We look forward to your feedback [www.warwidowsnsw.com.au](http://www.warwidowsnsw.com.au).



## VVCS to Open Arms

The Veterans and Veterans Families Counselling Service known as VVCS has changed its name to Open Arms – Veterans and Families Counselling. They will continue to provide professional support to all current and former serving ADF personnel and their family members. Free and confidential counselling is available 24/7. They also run group programs and suicide prevention training. To find out more call **1800 011 046**.



## Home services, retirement villages and residential care facilities

### When things aren't as you think they should be

Life doesn't always go as we expect it to. Home support services, retirement villages and residential care facilities don't always live up to our expectations.

If this is the case for you, what should you do? Acknowledge the problem.

Recently there have been enquiries or a Royal Commission into the Banking Sector, Retirement Villages, Over 50's lifestyle villages, Residential Care, Community Care, National Disability Scheme and electricity prices. As a result, standards and government expectations of service providers are continually being reviewed and modified. Sanctions are being recorded against organisations who do not meet these standards.



Nevertheless, you may have a problem now. What should you do?

- Summarise the issue, make a list of what happened (or didn't).
- Contact your service provider. Keep a record of date, time and name of person you spoke to.
- If the issue is with a DVA Service ensure DVA is aware of the problem.
- If no success with the provider there are other complaint authorities to contact (see below).

Always remember if you believe someone is at risk of physical harm contact your local police station. Their aim is to prevent harm, not just investigate after it has occurred.

### Agencies that will listen to your complaints include:

#### Seniors Rights Service

(includes National Aged Care Advocacy Service)

Tel 1800 424 079

[www.seniorsrightsservice.org.au](http://www.seniorsrightsservice.org.au)

#### Aged Care Quality and Safety Commission

Tel 1800 951 822

[www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

#### NSW Department of Fair Trading

Tel 13 32 20

[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

## Aged Care Information and Resources

There are a variety of online aged care information resources available to assist and educate people who are considering and/or entering the aged care system.

The government provides [www.myagedcare.gov.au](http://www.myagedcare.gov.au) which is a free service and can also be accessed by telephone **1800 200 422**.

There are also various commercial online sites which offer assistance with choices and aged care information. Be aware there may be costs involved and pressure for customers to leave contact details.

#### Websites include:

- [www.agedcareguide.com.au](http://www.agedcareguide.com.au)
- [www.agedcareonline.com.au](http://www.agedcareonline.com.au)
- [www.agedcare101.com.au](http://www.agedcare101.com.au)



## A reputation for quality and care

Vasey is a not-for-profit organisation which was founded by Mrs. Jessie Vasey, war widow and founder of the War Widows' Guild. In her fight to obtain justice for thousands of war widows Vasey Communities (then known as The Vasey Housing Auxiliary - NSW) was established to provide accommodation for war widows living alone and finding it impossible to find accommodation within their means.

Initially, Vasey Community homes were for war widows only. But over time the invitation for Vasey's affordable housing was extended to ex-service women, female family members of ex-servicemen, relatives and many others in need of accommodation. Vasey now welcomes anyone over 55 years of age, both men and women.

Today, with over 50 years' experience in providing retirement communities, Vasey still maintains its not-for-profit status and continues offering a mix of accommodation that includes affordable and comfortable housing, through to brand-new apartment style accommodation

being developed on Sydney's North Shore. You'll find friendly and affordable Vasey communities, in Sydney's most picturesque suburbs including Epping, Hunters Hill, Maroubra, and Lane Cove. There is also the highly anticipated Kokoda Residences at Waitara. It's set to become the North Shore's most exciting new retirement living development with a spectacular 12-storey apartment community due to be released in early 2019.

With a heritage and tradition that has been built upon independence and dignity, Jessie Vasey's strong vision for what really matters can be seen in every Vasey village and the supportive teams who manage them. Even now, war widows are still eligible for concessions. The wide range of living options ensures residents can choose an affordable Vasey lifestyle that reflects their needs and supports their retirement goals.

To register your interest in Kokoda Residences at Waitara visit [www.kokodaresidences.com.au](http://www.kokodaresidences.com.au). To find out more about our other communities, or book a tour go to [www.vasey.com.au](http://www.vasey.com.au) or call **02 9299 3951**.



### Leading digital inclusion for members across NSW

We are continuing to take registrations for the proposed 2019 iPad and Internet training program.

Last year's attendees have shared their feedback and the 2019 program will be run on a different schedule and fewer locations.

The program will be run in central locations this year, to allow interested members from surrounding areas to join. Each location can take up to 15 attendees, with a minimum of 10 required.

Please register your interest for the second quarter of 2019 by completing the section on

the Membership Form and send it in with your \$20 registration fee. Remember to indicate your preferred location from the list below:

- Port Macquarie
- Sydney CBD
- Queanbeyan
- Northern Beaches
- Penrith
- Cronulla
- Wollongong, or
- Newcastle

Please note in 2019 there will be a \$20 contribution required for the course.





## Guild Transport Visit

On 23 November 2018, I attended a tour of the 13CABS/Silver Service Head Office in Alexandria, Sydney. I was joined by a wonderful group of War Widow Club representatives, including Cronulla's Shirley Hancock, Parramatta's Brenda Morrison, Bankstown's Pat Holdorf and Dawn Levy, Epping's Heather Gillam and Barbara Bell; and Dulcie Davis from Liverpool.

These ladies have all had DVA taxi issues, either personally or within their clubs.

During the tour we were informed about their new training protocol for drivers to transport vulnerable/DVA clients. After three months driving for 13CABS, all drivers are eligible for account work, such as DVA. This requires them to attend, and pass, a six-hour training session which includes:

- Learning how to utilise wheelchairs and other equipment
- How to help clients in and out of cars and homes, including baggage
- Door-to-door service, for example, walking clients to and from hospital reception
- Engaging clients in polite conversation

They are then monitored for three months as "endorsed drivers". If, during the three months, there are any issues or bad reports they are then brought back to the base for re-training.

If their behaviour or work ethic doesn't improve, they are moved on.

It was an interesting, eye-opening tour, and will definitely help us to identify potential issues in the future.

The Board started off the year with a Strategic Planning Day held in January and we will share the outcomes as plans are put into place. One of the issues the board is concerned about is the social isolation of our members. One thing we are looking at is a pilot plan to better manage our transport service through the introduction of self-management to ensure our members have better control over their ability to attend club meetings. More details will follow.

### DEANNE WALSH TRANSPORT COORDINATOR



Pat Holdorf, Bankstown President, Dulcie Davis, Liverpool Coordinator and Dawn Levy, Bankstown Vice President



Deanne Walsh, Transport Coordinator, Heather Gillam, Epping Coordinator and Barbara Bell, Epping Assistant Coordinator



Shirley Hancock, Cronulla President and Brenda Morrison, Parramatta Coordinator





Janice Lawless (Treasurer), Fran Brock (President), Allan Fletcher OAM (President, The Entrance Long Jetty RSL Sub Branch) and Di Vogt (Guild's President's Representative) at The Entrance and Long Jetty Christmas Party.



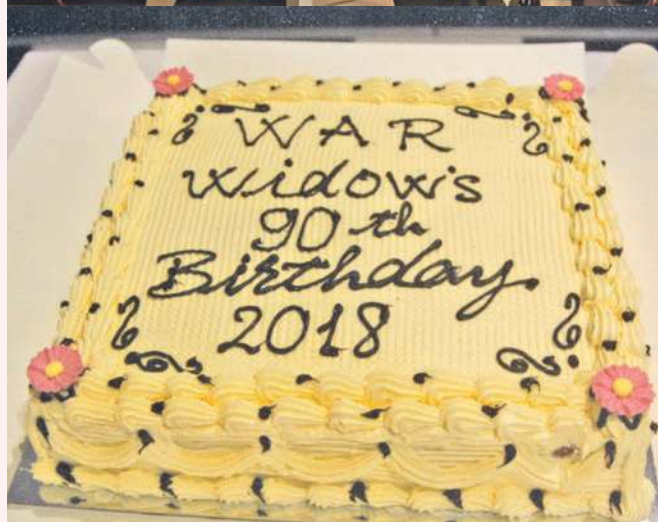
Wagga Wagga Club representatives (middle row of photo) receiving a Club Grant to enrich the lives of War Widows in Wagga Wagga region and promote their well being.



The Wollongong War Widows Guild Social Club learn to drum at their annual Christmas Party.



Celebrating Nowra War Widows Social Club's 32nd birthday at Ginger Jar coffee shop in Nowra with Elaine Bryce, Ellaine Oliver, Patricia Fayers, June Kirkman, Jean Cashman, Stenia McDonall, Alice Burns, Rosemary Gardond and Kristine Davis.



Liverpool Social Club ladies celebrated Christmas at Liverpool RSL (with Mark from Liverpool RSL)

In October 2018 Cronulla Guild Club celebrated the 90th birthday of their members.



## VALE

**Margaret Ethel Blake**, the Port Macquarie War Widows' Guild President, passed away on December 22, 2018. She joined the Guild in 2007, one year after her husband's death. She was the Vice President of the Port Macquarie Club from 2008, and had been the President for the last six years. Margaret was an active member of the Guild, attending many events, representing Port Macquarie. She was well-liked by all staff, who came to know Margaret during her many visits to the Sydney office. She will be missed by the staff and members of the Guild, particularly the Port Macquarie Guild Club.



## VALE

**Marie Irene Beach** passed away on 7 January 2019. In 1995, two years after the death of her first husband, Marie joined the Guild and the Coffs Harbour and District Guild Club. She was elected an inaugural Member Director in 1998, and became State President in 2002. Marie held this position for one year, during which time she visited Guild Clubs and helped establish Social Clubs.



## VALE

**Jean Alexandrina Crain**, a member of the Cronulla Sutherland Guild Club, passed away on 12 January 2019. She had just turned 93 at the end of December. Jean held the role of Assistant Secretary from 2007-2012, as well as many other positions in her time serving the Cronulla Sutherland Club. She will be missed by President Shirley Hancock, and the other members of the Club.



## New Members

The Guild warmly welcomes the following new members:

**Pamela Andersen**, Luddenham

**Alice Burns**, Worrigee

**Elizabeth Chaffey**, Wallsend

**Frances Crockett**, Cooma

**Beatrice Day**, Glenfield

**Geraldine Dobson**, Wagga Wagga

**Dawn Everingham**, Port Macquarie

**Betty Fletcher**, Cooma

**Elizabeth Hall**, Alstonville

**Joy Harding**, Cronulla

**Marie Jifkins**, Penrith

**Ruth Kerr**, Ballina

**Patricia McCutcheon**, Laurieton

**Betty Plummer**, Gorokan

**Marguerite Ryan**, Jerrabomberra

**Arabella Smith**, Bundeena

**Phyllis Stewart**, Port Macquarie

**Joanna Turner**, Engadine

**Joan Wales**, Jerrabomberra

## Happy 100th Birthday

Mrs Nancy Allen

Mrs Lucy Kelty

Mrs Rita King

Mrs Emily McNamara

Mrs Joy Patten

Mrs Marjorie Watkins

Mrs Gladys Williams

Hello dear friends,

Another year has quickly slipped away and now we are well into 2019. I do hope that in the last few months you were able to enjoy the Christmas season either by catching up with family and friends visiting or by telephone, cards or in some cases through the magic of IT via email or Facebook.

During our summer season I find myself constantly recalling the words of Dorothea Mackellar's famous poem – My Country – written well over 100 years ago and is still just as relevant today.

*"I love a sunburnt country,  
A land of sweeping plains,  
Of ragged mountain ranges,  
Of droughts and flooding rains,  
I love her far horizons,  
I love her jewel-sea,  
Her beauty and her terror,  
The wide brown land for me."*

I know many of you are still suffering from the drought and also many members have suffered damage to their property from the severe electrical and hail storms we had over summer and there is always hanging over us the threat of bushfires - how true are the above words!

The Friendship Line volunteers all met together recently for our first meeting in 2019 in the Auditorium at the Anzac Hyde Park Memorial. As you are aware this Memorial was recently completed to its original design and was opened on 20 October 2018 by the Duke of Sussex. Both the Duke and the Duchess (commonly known as Harry and Meghan) were taken on a full inspection of the Memorial, including a water cascade on the southern side of the building and educational and exhibition areas inside. There is an art feature which depicts a "soil exhibit" of samples of soil taken from 1701 different cities, towns and suburbs from the actual areas in NSW from where all WW1 enlistees came from. The soils are symbolic and are encased in cylinders and beside each one is the name of a city, town and suburb of all 1701 areas. After our meeting the ladies all enjoyed a tour of the Memorial followed by a light lunch.

Let us all hope that the autumn months will bring us milder weather and we can enjoy and embrace the coming festivities of Easter, Anzac Day and Mother's' Day.

I look forward to "chatting" with you all again soon.

In the meantime please take care,

**WENDY**

## Guild Friendship Line

1800 451 615

10am – 3pm, Mon-Fri

*All members may register for calls*

Veterans' and Veterans'

Families Counselling Service

1800 011 046

(24 hours/7 days week)

## VOLUNTEERS NEEDED

Our Friendship Line volunteers offer a friendly voice at the other end of the line. We urgently need more volunteers to ensure we meet the needs of our members. Please contact us if you are available to help out for approximately one day per month - training provided.





# Autumn's the season for planting

In many parts of Australia, we breathe a sigh of relief with the arrival of autumn because it means we've made it through another long, hot summer. And if our plants could talk, they'd probably tell us they feel exactly the same way.

Plant sellers often promote autumn as the best season for planting. This is more than a simple marketing ploy because, apart from the tropics, most plants do better when started off in autumn.

The soil is still relatively warm, which means the plants can settle in well and relax into a slower growth period through winter. They then have the entire spring to make maximum progress before they're forced to cope with the extremes of the next summer.

Autumn's a season for patient gardeners because many of

the plantings that go in now won't produce results for many months. Garlic's a good example. Put in garlic cloves at this time of year and you won't be harvesting until summer. Flowering bulbs take less time than garlic but they still don't do their thing for a while.

It's almost an act of faith to expect that those brown-skinned bulbs you buy are going to produce stunning blooms in late winter or spring, but they're almost guaranteed to do so. The bulb has done all the work of storing goodness the previous season and is pre-programmed to perform.

Just one pot of bulbs can give you a great display that you can even bring indoors when in full bloom. If space is tight, think about potting up some of the dwarf daffodils such as Tête à Tête, or low growers like muscari. Hyacinths, which

are fragrant, also do well in a pot but it's often recommended to cover the container until the shoots appear. This apparently mimics the dark winter conditions they encounter in nature and helps the stems to grow longer and stronger.

Tulips are perennial favourites that, like hyacinths, often do better if they are stored in the refrigerator (not the freezer) for about a month before planting out. Remember, most of these spring bulbs come from very cold climates where the soil experiences several months of chill.

*Judy Horton OAM is the editor of Our Gardens, the Garden Clubs of Australia quarterly magazine, and a radio gardener on the ABC. She also travels as a guide with Botanica World Discoveries.*





